

# Instructions and Troubleshooting Tips for 2021 Benefits Open Enrollment

## Instructions

Deadline to complete benefits open enrollment is the end of the night **Friday, November 20, 2020**.

- **Each employee must submit open enrollment responses even if you are declining coverage or keeping the same coverage as last year.**
- **Your Google Form will include information to help you make your 2020 benefits decisions. You can view the form without submitting or edit your response once complete until the open enrollment window is closed.**
- Allow at least 15-20 minutes to complete your benefit elections as you are not able to save your responses and continue later.
- Once you've completed your responses, an e-mail of your responses will be sent to your Millard e-mail account. You may make changes / edit your responses until the open enrollment window closes by clicking on the "edit response" button in the email sent to you.
- The last response will be the one used for your 2020 elections. Once the window has closed, your elections will be final.
- **Do not forward your email to other employees as they may change your benefits selections.**
- Benefit elections become effective 1/1/2021 and are binding for the entire calendar year (January 1 – December 31). You may not make changes until next year's open enrollment period unless you have a qualified event change occur.

## Troubleshooting Tips

- **Log into your own Millard e-mail account. If you use another computer or are logged in as someone else, it will overwrite his/her open enrollment choices.**
- Use **Chrome** as your internet browser for submitting your open enrollment responses.
- If you do not receive a confirmation email with your open enrollment responses within 15 minutes, please check your "spam folder."
- **If you are e-mailed a Google form that does not match your job class, please contact HR immediately at [mpsbenefitsq@mpsomaha.org](mailto:mpsbenefitsq@mpsomaha.org) to be sent the correct form.**
- If you lost your email or need the link re-sent please email your request to [mpsbenefitsq@mpsomaha.org](mailto:mpsbenefitsq@mpsomaha.org).